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**Onscreen user documentation**

1. What is the nature of onscreen user documentation?

Onscreen user documentation is information to provide guidance to users, and is designed to be viewed on the screen of a computer or other electronic device.

1. List the 3 functions of onscreen user documentation?

A user may refer to onscreen user documentation for instructions on accessing and using features of new programs or devices, or for instructions on using product features with which they are unfamiliar.

A user in a workplace may refer to in-house onscreen user documentation for information on company procedures and policies for their information system.

If a problem occurs while using a product, the user may refer to a help file or an onscreen instruction manual to find a solution.

**Types of onscreen user documentation:**

1. User guides and instruction manuals
   1. What are the purpose of these guides?

Onscreen user guides and instruction manuals are standard guides provided free on CD or DVD with a commercially purchased software package or hardware device.

* 1. What are the two popular formats for onscreen user guides? Why?

Two popular formats are PDF and hypertext.

* 1. What is a third party user guide?

Third party user guides and instruction manuals are available for many products in addition to the manufacturer’s own user guide.

Describe the characteristics of the following types of onscreen user documentation.

1. Quick start guides

A onscreen quick start guides are provided with an application or device for first-time or inexperienced users of the product.

1. In-house user documentation

A onscreen in-house user documentation are the guides and instruction manuals enable the employees or clients of the organisation to use an information system. They may include in-house protocols for the particular organisation, such as access or security procedures.

1. Read me files

Read me files are provided by the manufacturer with hardware and software products. They contain important information for users, such as system requirements, configuration settings for the product, troubleshooting strategies, web support addresses and details on how to access product updates.

1. Tutorials

A tutorial consists of step-by-step instructions for using the features and functions of a software program or hardware device.

1. Help files

Help files provide searchable information about the features and functions of a software application or a device. Help files within a software application may contain tutorial sections on various features of the program.

1. Web support

Web support will have sections such as frequently asked questions directly to a manufacturer’s website. There is usually a hyperlink to the relevant website from within software applications.

1. Tool tips & hint boxes

Tool tips: within a software application, holding the cursor over an icon may highlight a text box with the name or function of the icon.

Hint box: within a software application, clicking on an icon may open a hint box with a short description of the function of the icon and possibly a related graphic.